



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

May 30, 2008

## GENERAL LETTER NO. 9-H-7

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management,  
and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter H, ***SERVING QUALIFIED CUSTOMERS***, Contents (page 2), revised; pages 20 through 25, revised; and pages 26 through 33, new.

### Summary

This chapter is revised to change the language in the section, "TRANSFERRING CASES." This change reflects the new case transfer protocol. The Child Support Recovery Unit now houses IV-D case files in the local office that serves the county where the court order was filed.

### Effective Date

Upon receipt.

### Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter H, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	April 15, 2003
20	April 15, 2003
21	June 24, 2005
22-25	April 15, 2003

### Additional Information

Refer questions about this general letter to your regional collections administrator.

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### **Notices for Cases in Hold**

If a case changes from 11 to 12 while still in hold status, ICAR automatically sends the requests for notices to the file, provided that the previous case account types were 11 or 18 when you activated the case. You do not need to enter a “Y” in the GEN CONT. SERVICE field on the CHILD screen.

### **Notices for Cases With “Good Cause”**

If the code in the GOOD CAUSE field of the PAYEE screen is “C,” “P,” “D,” or “N,” ICAR allows you to request a notice be sent to the payee. ICAR does **not** allow you to request a notice for a case that has an “A” or “R” code in the GOOD CAUSE field of the PAYEE screen. See [Good Cause for Refusal to Cooperate](#) for additional information.

## **TRANSFERRING CASES**

The IV-D case file is located in the local office that serves the county where the court order is filed. For cases that are not currently housed in the local office where the court order is filed, transfer the case to the local office that serves the court order county when:

- ◆ A legal action starts. See [Enforcement Cases](#).
- ◆ A party requests a review or administrative modification.
- ◆ ICAR selects the order for a TANF review.
- ◆ The payee or payor asks the Unit to transfer the case.

When appropriate, transfer the case within three working days. The receiving office must check the file to make sure the originating office sends all necessary documentation. On cases that share a common court order, if legal action starts on one case, transfer all cases to the office serving the court order county. It is possible that not all of a payee’s cases will be in the same office.

**Note:** For information about handling cases when a payee, payor, or child moves in or out-of-state, see 9-K, [INTERSTATE CASE PROCESSING](#).

## **Locations for Case Files**

The location where the case file is housed is based on what process the case is in: establishment, enforcement, or interstate case. See the following sections for a description of the criteria to use in determining where the case file is located:

- ◆ [Establishment case](#)
- ◆ [Enforcement case](#)
- ◆ [Interstate case](#)

### **Establishment Cases**

On an establishment case, open the case in the local office serving the county where the payee resides. If the payee moves to a different service area and:

- ◆ You have not started an establishment action, transfer the case to the local office serving the payee's new county of residence.
- ◆ You have started an establishment action and have obtained service of process, leave the case file in the office where the establishment action started.
- ◆ You have started an establishment action, but have not obtained service of process and nothing has been filed with the clerk of court (COC) (e.g., diligent searches), transfer the case to the local office serving the payee's new county of residence.

1. The payee moves and you have not started an establishment action.

The payee lives in Jackson County (Clinton office). You have not started an establishment action, and there is no court order on the case. The payee moves to Harrison County (Council Bluffs office).

Transfer the case from the Clinton office to the Council Bluffs office.

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2. The payee moves, you have started an administrative establishment action, but have not obtained service of process.

The payee lives in Jackson County (Clinton office). There is no court order on the case. You started an establishment action in Jackson County but have not obtained service of process (e.g., diligent search) and have not filed anything with the COC. The payee moves to Harrison County (Council Bluffs office).

Transfer the case from the Clinton office to the Council Bluffs office, and ask that office to proceed with the establishment action.

3. The payee moves, you have started an administrative establishment action, and have obtained service of process.

The payee lives in Jackson County (Clinton office). There is no court order on the case. You started the administrative establishment action in Jackson County and obtained service of process, but have not filed anything with the COC. The payee moves to Harrison County (Council Bluffs office).

The Clinton office should finish the action unless the parties request a judicial review. The case file stays in the Clinton office, because you file the new order in Jackson County. However, if a party requests a judicial review, you must file the order in the county where the children lived at the time of the filing. In that case, transfer the case to the local office serving that county.

4. The payee moves, you have started an administrative paternity action, and have obtained service of process.

The payee lives in Jackson County (Clinton office). You started an administrative paternity action, obtained service of process, and filed documents with the Jackson County COC. The payee moves to Crawford County (Carroll office).

The case file stays in the Clinton office because you filed the documents in Jackson County. The case stays in Clinton for enforcement as well.

### **Enforcement Cases**

Ultimately, the case file of enforcement cases should be permanently housed in the local office serving the county where the court order is filed.

Transfer enforcement cases to the local office serving the county where the court order is filed when:

- ◆ A legal action starts, such as:
  - Judicial establishment;
  - Enforcement;
  - Modification;
  - Filing of an administration paternity or support order;
  - Suspension, satisfaction, or reinstatement;
  - You receive a request for modification.

**Note:** Neither the legal filing of an income withholding order (IWO) nor a contempt consolidation meets the definition of a legal action for the purposes of case file transfer.

- ◆ ICAR selects an order for TANF review.
- ◆ There is a change of payee by operation of law (e.g., caretaker case).
- ◆ A party to the order requests the case be transferred to the court order county.  
**Note:** This may happen rarely, but provide exceptional customer service to the parties when asked. Transfer the case file only once to the court order county.

1. The payee **moves** and has **multiple** cases.

The payee lives in Jackson County (Clinton office) and is the payee on three cases in the Clinton office (three children with different fathers):

- ◆ Case 1: Court order in Clinton County
- ◆ Case 2: Court order in Polk County
- ◆ Case 3: No court order and no establishment action started.

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The payee moves to Harrison County (Council Bluffs office). The location of the case files are as follows:

- ◆ Case 1: Stays in the Clinton office (Clinton County court order)
- ◆ Case 2: Stays in the Clinton office until a legal action starts or the case meets other file transfer criteria. Then, transfer the file to Des Moines office, since it is a Polk County order.
- ◆ Case 3: Transfer the case file to the Council Bluffs office to establish an order.

2. The payee **moves** and has **multiple** cases.

The payee lives in Jackson County (Clinton office) and is the payee on three cases in the Clinton office (three children with different fathers):

- ◆ Case 1: Court order in Clinton County
- ◆ Case 2: Court order in Polk County
- ◆ Case 3: Alleged father/payor served with an administrative establishment notice.

The payee moves to Harrison County (Council Bluffs office). The location of the case files are as follows:

- ◆ Case 1: Stays in the Clinton office (Clinton County court order)
- ◆ Case 2: Stays in the Clinton office until a legal action starts or the case meets other file transfer criteria. Then, transfer the file to Des Moines office, since it is a Polk County order.
- ◆ Case 3: Administrative support action: The Clinton office should finish the administrative support action unless the parties request a judicial review. The case file then stays in the Clinton office, because the order is a Jackson County order. However, if a party requests a judicial review, file the order in the county where the children lived at the time of the filing. In that case, transfer the case to the local office serving that county.

Administrative paternity action: The case file stays in the Clinton office because the documents were filed in Jackson County. The case stays in the Clinton office for enforcement.

3. The payee **moves**, and the children live with a **caretaker**.

The payee lives in Henry County (Burlington office). The children now live with a caretaker in Floyd County (Mason City office). A Carroll county order requires the children's father to pay \$500 child support per month to the children's mother.

You made a legal referral to redirect current support to the caretaker. There are arrears due the mother on the parent vs. parent case. The payee moves to Mitchell County (Mason City office) to be closer to her children.

The case file stays in the Burlington office until a legal action starts or the case meets other file transfer criteria. If that happens, transfer the caretaker case and the parent vs. parent case to the Carroll office.

**Note:** On cases that share a common order, transfer all cases if legal action starts on one case or one case meets other file transfer criteria. This includes caretaker cases where child support is redirected by operation of law.

4. The payee **moves** and has **multiple** orders on the case.

The payee lives in Page County (Council Bluffs office). In 1990, the Unit files an administrative order in Taylor County (Council Bluffs office) ordering \$250 child support per month. In 2002, the parties file a divorce decree in Worth County (Mason City office) ordering child support of \$450 per month. The payee moves to Worth County (Mason City office) and you have started a contempt action.

Since the Unit is enforcing the order with the higher support amount, transfer the case file with both orders to the Mason City office, as the administrative order may not have been ended by the divorce decree.

5. **Contempt** consolidation.

The payor has three cases and lives in Polk County:

- ◆ Payee 1 lives in Woodbury County (Sioux City office) and has a Woodbury County order.
- ◆ Payee 2 lives in Webster County (Fort Dodge office) and has a Webster County order.
- ◆ Payee 3 lives in Carroll County (Carroll office) and has a Carroll County order.

You do a contempt consolidation on all three cases. Iowa Code section 252B.25 requires that the contempt action take place in Polk County, where the payor lives.

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Do not transfer the case files to the Des Moines office, because the actual judgments are not transferred to Polk County under Iowa Code section 252B.25. The statute only grants the court the power to hear the contempt regarding the court-ordered obligations entered in other counties.

6. **TANF** review.

The payee lives in Pottawattamie County (Council Bluffs office). The court order is filed in Webster County (Fort Dodge office). The payee moves to Clay County (Spencer office). ICAR selects the case for a TANF review.

Transfer the case file to the Fort Dodge office. The Western Region Unit (Carroll office) does the TANF review.

7. Review and adjust or administrative **modification**.

The payee lives in Pottawattamie County (Council Bluffs office). The court order is filed in Webster County (Fort Dodge office). The payee moves to Clay County (Spencer office). One of the parties requests a modification.

Transfer the case file to the Fort Dodge office to do the modification.

8. The payor lives in Iowa and has an Iowa order. The payee **moves out of state**.

The payee lives in Crawford County (Carroll office), and the case file is housed in that office. The payor lives in Polk County (Des Moines office) and the court order is filed in Polk County. The payee moves to California.

The case file stays in the Carroll office until a legal action starts or the case meets other file transfer criteria. If either circumstance happens, transfer the case file to the Des Moines office because there is a Polk County order.

9. The payor lives out-of-state and has an Iowa order. The payee **moves out of state**.

The payee lives in Crawford County (Carroll office) and the file is housed in the Carroll office. The payor lives in Florida. The court order is a Polk County (Des Moines office) order. The payee moves to California.

The case file stays in the Carroll office until a legal action starts or the case meets other case file transfer criteria. If either circumstance happens, transfer the case file to the Des Moines office because there is a Polk County order.

10. Both parties **live out of state** and there is an out-of-state order on the case.

The payee lives in Carroll (Carroll office), and the case file is housed in the Carroll office. The payor lives in Florida, where the court order was filed. The payee moves to California.

The case stays in the Carroll office.

**Note:** If both parties live out-of-state and there is an out-of-state order but there are arrears due to Iowa or the payee still wants services from Iowa, the case file location depends on where the court order or legal action is filed. If no legal action starts or the case does not meet other file transfer criteria, the case file stays in the office where it was when the case file transfer process changed on February 1, 2008.

11. The payee lives in Iowa and has an Iowa order. The payor **moves out of state**.

The payee lives in Crawford County (Carroll office) and the case file is housed in the Carroll office. The payor lives in Polk County (Des Moines office) and has a Polk County order. The payor moves to Michigan.

The case file stays in the Carroll office until a legal action starts or the case meets other file transfer criteria. If either circumstance happens, transfer the case file to the Des Moines office because there is a Polk County order.

12. The payor lives in Iowa. There is an Arizona order registered in Iowa. The payee **moves out of state**.

The payee lives in Crawford County (Carroll office) and the case file is housed in the Carroll office. The payor lives in Polk County (Des Moines office). The court order was filed in Maricopa County, Arizona but is registered in Polk County. The payee moves to California.

The case file stays in the Carroll office until a legal action starts or the case meets other file transfer criteria. If either circumstance happens, transfer the case file to the Des Moines office because there is a Polk County order.

**Note:** If the out-of-state order is not registered in Iowa when a legal action starts or the case meets other file transfer criteria, transfer the case file to the office serving the county where the payor lives.

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13. Both parties live out of state and the out-of-state order is not registered in Iowa.

The payee lives in Carroll County (Carroll office) and the case file is housed in the Carroll office. The payor lives in Florida and the court order is filed in Florida. The payee moves to California.

The case remains in the Carroll office.

**Note:** If both parties live out of state and there is an out-of-state order, but there are arrears due to Iowa or the payee still wants services from Iowa, the case file location depends on where the court order or legal action is filed. If no legal action starts or the case does not meet other file transfer criteria, the case file stays in the office where it was when the case file transfer process changed on February 1, 2008.

### Interstate Cases

Central Registry refers new incoming transmittals as follows:

If the case is...	...the transmittal is referred to:
A court-ordered case with an Iowa order...	The local office serving the court-order county
A court-ordered case with a non-Iowa order...	The local office serving the county in which the payee or payor lives
A non court-ordered case...	The local office serving the county in which the payee or alleged father lives

For existing interstate cases (account types 14, 15, 16, 19), the case file stays in the existing local office until a legal action starts or the case meets other transfer criteria.

### **How Refer Process Calendar Flags Issue**

ICAR issues all the REFER process calendar flags to the local office where the payee lives when the CASE screen does not have a worker ID or it has a CSC worker ID and the case has:

- ◆ No order; or
- ◆ An out-of-state order not registered in Iowa (including cases that have multiple out-of-state orders and none are registered in Iowa); or
- ◆ A county value on the REFER3 screen that is not an Iowa county value, is blank, or greater than 99.

ICAR issues all the REFER process calendar flags to the local office where the court order was filed when the CASE screen does not have a worker ID or has a CSC worker ID and the case:

- ◆ Has an Iowa order. If there are multiple Iowa orders, ICAR selects the most recent Iowa order; or
- ◆ Has a county value on the REFER3 screen that is between 01 and 99; or
- ◆ Is an ICIS case.

When the CASE screen has a CSRU worker ID that is not a CSC worker ID, ICAR uses that worker ID to determine which person gets the REFER process calendar flags. ICAR issues the REFER process calendar flags to the worker ID on the CASELOAD screen.

### **Procedures for Transferring a Case Out**

To transfer a case to another office:

- ◆ Check the NARRCASE, CASESTAT, and CALCASE screens to verify there is no pending legal action on the case.
- ◆ Check the NAMESRCH screen for any related cases to transfer.
- ◆ Verify the payee address and the county match.
- ◆ Change the worker ID to the appropriate worker ID in the new office.

- ◆ Narrate the details used to transfer the case.
- ◆ If transferring the case to a non-imaged office, print a paper copy noting the correct office address for the county to receive the file.
- ◆ Place the file in the outgoing mail for the department courier.

### **Procedures for Transferring a Case In**

When you receive a case transferred from another office:

- ◆ Check the (NARRCASE), CASESTAT and the CALCASE screens to determine the current or appropriate process for the case.
- ◆ Check the verified address for the noncustodial parent. If the address appears to be obsolete due to lack of activity on the case, delete the address.
- ◆ Check for error flags and then refer the case to the appropriate worker for any needed corrections.
- ◆ Check the NAMESRCH screen to make sure all related cases were transferred to your office.
- ◆ Check for appropriate updates to ICAR screens.
- ◆ For an imaged office, the following forms must be imaged if appropriate:
  - Emancipation letters
  - Current income withholding order
  - Court orders
  - Pay records
  - NPA application
  - Release of information

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**NARRATIVES**

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Process: **REFER**      Number: **53**

Text: Payee is not cooperating with CSRU. IM reduced the payee's FIP grant by 25%

Screen:	Field:	Entry:	Flag:	Status:
		N		

---

Process: **REFER**      Number: **54**

Text: Payee is now cooperating with CSRU. IM removed the 25% FIP grant reduction beginning with the current calendar month's benefits.

Screen:	Field:	Entry:	Flag:	Status:
		N		

---

Process: **REFER**      Number: **55**

Text: Payee is now cooperating with CSRU. IM removed the 25% FIP grant reduction beginning with the next calendar month's benefits.

Screen:	Field:	Entry:	Flag:	Status:
		N		

---

Process: **CASE**      Number: **64**

Text: Payee referred to IM for good cause. CSRU to cease all action pending determination by IM. Reason for good cause:

Screen:	Field:	Entry:	Flag:	Status:
		N		

---

Process: **CASE**      Number: **65**

Text: Payee referred to IM for noncooperation. Reason for referral is:

Screen:	Field:	Entry:	Flag:	Status:
		N		

---

Process: **CASE**      Number: **66**

Text: NPA CP not cooperating. *Notice of Termination of NPA Services* (470-0201) sent to CP.

Screen:	Field:	Entry:	Flag:	Status:
		N	35	

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Process: **CASE**      Number: **94**

Text: Further action on this case is not possible without custodial parent's cooperation. Case has been placed in an inactive status.

Screen:              Field:                      Entry:                      Flag:                      Status:  
N

---

Process: **CASE**      Number: **111**

Text: Payee has been removed from noncooperation. Reason for removal is:

Screen:              Field:                      Entry:                      Flag:                      Status:  
N

---

Process: **CASE**      Number: **122**

Text: Cont'd services notice not sent. No valid address for CP on ICAR

Screen:              Field:                      Entry:                      Flag:                      Status:  
N

---

Process: **CASE**      Number: **247**

Text: \_\_\_\_\_ requested an NPA application on \_\_\_\_\_.

Screen:              Field:                      Entry:                      Flag:                      Status:  
N

---

Process: **CASE**      Number: **248**

Text: NPA application request date changed from \_\_\_\_\_ to \_\_\_\_\_.

Screen:              Field:                      Entry:                      Flag:                      Status:  
N

---

Process: **CASE**      Number: **249**

Text: NPA application mailed to the requesting party on \_\_\_\_\_.

Screen:              Field:                      Entry:                      Flag:                      Status:  
N

---

Process: **CASE**      Number: **250**

Text: NPA app sent date changed from \_\_\_\_\_ to \_\_\_\_\_.

Screen:              Field:                      Entry:                      Flag:                      Status:  
N

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Process: **CASE**      Number: **297**

Text: Payee designated as noncooperative by the referring state. The reason given for this designation was:

Screen:	Field:	Entry:	Flag:	Status:
		N		

---

Process: **CASE**      Number: **387**

Text: System printed from 470-3400 (*Notice of Possible Sanction: Noncooperation with Child Support Program*)

Screen:	Field:	Entry:	Flag:	Status:
		N		

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## **CALENDAR FLAGS**

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Process: **CASE**      Number: **32**

Text: Check for response on noncooperation referral made to IM worker

Screen:	Field:	Entry:	Narrative:	Status:
		N		

---

Process: **REFER**      Number: **82**

Text: IM has determined that CP'S FIP grant is to be reduced due to noncooperation with CSRU. CP's grant has been reduced by 25%.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

---

Process: **CASE**      Number: **151**

Text: Review case to determine if the payee has cooperated with CSRU.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

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Process: **CASE**      Number: **152**

Text: Review case to determine if the payee has cooperated with CSRU.

Screen:	Field:	Entry:	Narrative:	Status:
		N		

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